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PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/798,629 Group Art Unit: 2617
Filing Date: March 11, 2004 Examiner: Congvan TRAN
Applicant: Douglas Harold ROLLENDER
Title: METHOD OF ASSOCIATING DATA WITH A CALL TO A
CALL CENTER
Attorney Docket: 29250-002319/US

Customer Service Window
Randolph Building
401 Dulany Street
Alexandria, VA 22314
Mail Stop AF

November 12, 2009

AMENDMENT

Sir:

In response to the Final Office Action dated August 31, 2009, the following amendments and remarks are respectfully submitted in connection with the above-identified application.

Amendments to the Claims begin on page 2 of this Amendment.

Remarks begin on page 6 of this Amendment.

	Claims remaining after Amendment		Highest number previously paid for		Present extra
Total	11	-	27	=	0
Independent	3	-	5	=	0